

**KEITH BARENDTS AND ASSOCIATES
-TRAINING CATALOGUE -**

SKILLS PROGRAMS / SHORT COURSES

ITEM, CREDITS, NQF & DURATION	DESCRIPTION OF COURSE AND PURPOSE	TARGET GROUP
MANAGEMENT		
1. MENTORING AND COACHING NQF LEVEL 3 CREDITS: 13 DURATION: 8 CONTACTS DAYS	The quality of education and training will be enhanced, thus contributing to the full personal development of each learner. In addition, organisations will achieve rising levels of productivity and competitiveness	<ul style="list-style-type: none"> ◆ Business Owners ◆ Entrepreneurs ◆ Managers ◆ Supervisors ◆ Directors
2. INFORMATION TECHNOLOGY NQF LEVEL 5 CREDITS: 6 DURATION: 2 DAYS	Use an operating system to navigate a personal computer, producing documents and spreadsheets and demonstrate an understanding of when to use a word processor, spreadsheet and database; Define the needs for software and hardware as required by the accounting and administration needs; Implement an information system relevant to needs of a small business.	<ul style="list-style-type: none"> ◆ Administrators ◆ Chief Administrators ◆ Financial Administrators ◆ Co-ordinators
3. FINANCE NQF LEVEL 3 CREDITS: 6 DURATION: 2 DAYS	Identify possible sources and options to access finance and draft risks, benefits and requirements of each source; Select an appropriate finance source and draft the necessary financial plans and documents for the selected business type; Source and secure funding suitable to the business.	<ul style="list-style-type: none"> ◆ Administrators ◆ Chief Administrators ◆ Financial Administrators ◆ Co-ordinators
4. ACCOUNTING AND ADMINISTRATION NQF LEVEL 5 CREDITS: 8 DURATION: 2 DAYS	Understand basic financial concepts and practices, including calculations such as percentage, interest, margins and markup and relate these to issues facing small business; Understand basic concepts of filing and administration requirements for a small business; Define the needs and system requirements of the business in respect of an accounting system and administration; Implement and test the planned accounting and administration systems and test the system ensuring objectives of the selected business are met	<ul style="list-style-type: none"> ◆ Administrators ◆ Chief Administrators ◆ Financial Administrators ◆ Co-ordinators
5. REGULATORY COMPLIANCE AND CORPORATE GOVERNANCE NQF LEVEL 5 CREDITS: 8 DURATION: 2 DAYS	SARS, DOL and Municipal Legislation Interpret appropriate SARS, DOL and municipal requirements as they relate to small business and common business structures taking regard for insolvency issues, legal issues and good governance principles according to best practices; Design the necessary systems to ensure regulatory compliance with appropriate SARS, DOL and municipal requirements; Identify and optimize opportunities inherent in tax and business structuring.	<ul style="list-style-type: none"> ◆ Administrators ◆ Chief Administrators ◆ Financial Administrators ◆ Co-ordinators
6. PERFORMANCE MANAGEMENT QUALITY NQF LEVEL 5 CREDITS: 10 DURATION: 2 DAYS	Identify principles of performance management, drafting a basic set of performance related practices to a service business in the context of quality management; Design and draft appropriate performance management and quality systems to suit the selected business; Implement and test the performance and quality management systems for the selected business.	<ul style="list-style-type: none"> ◆ Human Resource Practitioners ◆ Personnel Officers ◆ Managers ◆ Supervisors ◆ Directors

HUMAN RESOURCES MANAGEMENT		
7. PERFORMANCE AND QUALITY MANAGEMENT NQF LEVEL 5/6 CREDITS: 24 DURATION: 4 DAYS	This unit standards is intended for line managers and human resources management practitioners who are involved in managing careers of individuals (subordinates). Persons credited with this unit standard are able to gather and analyse information for individual career planning, facilitate and manage the career planning process and monitor individual career progress.	<ul style="list-style-type: none"> ◆ Business Owners ◆ Entrepreneurs ◆ Managers ◆ Supervisors ◆ Directors
8. SKILLS PLANNING AND REPORTING NQF LEVEL 3 CREDITS: 6 DURATION: 1 DAY	Understand the principles of skills planning and the application thereof in a small business; Design and draft workplace skills plans and strategies to suit the selected business and link to the HR plan in the business plan; Implement and test the workplace skills plan and the HR plan together with the necessary record-keeping systems.	<ul style="list-style-type: none"> ◆ Human Resource Practitioners ◆ Personnel Officers ◆ Managers ◆ Supervisors ◆ Directors
9. OCCUPATIONAL HEALTH AND SAFETY NQF LEVEL: 5 CREDITS: 6 DURATION: 1 DAY	Identify principles of occupational health and safety practices according to applicable laws and regulations; Design and draft the necessary systems to ensure the compliance of the selected business with the Occupational, Health and Safety Act; Implement and test the management system to ensure compliance with the Occupational, Health and Safety Act.	<ul style="list-style-type: none"> ◆ Human Resource Practitioners ◆ Personnel Officers ◆ Managers ◆ Supervisors ◆ Directors
10. HR EMPLOYMENT DEPLOYMENT AND TERMINATION NQF LEVEL 5 CREDITS: 8 DURATION: 1 DAY	Employment, deployment and termination Interpret appropriate aspects of the Basic conditions of employment legislation and relate how these will impact on a small business from an employment, deployment and termination perspective; Administer a range of policies, procedures and systems relating to employment, deployment and termination ensuring compliance with all appropriate aspects of Basic conditions of employment legislation; Develop strategies and policies, meeting all requirements of Basic conditions of employment legislation for employees to be employed in the small business	<ul style="list-style-type: none"> ◆ Human Resource Practitioners ◆ Personnel Officers ◆ Managers ◆ Supervisors ◆ Directors
EMPLOYMENT LAW (LABOUR LAW)		
11. APPLYING AND MANAGING DISCIPLINE IN THE WORKPLACE NQF LEVEL 5 CREDITS: 16 DURATION: 4 DAYS	Intended for line managers and human resources practitioners who may be called upon to chair disciplinary hearings. Persons accredited with this skills program are able to be effectively handle hearings and reach reasoned decisions on the basis of evidence presented.	<ul style="list-style-type: none"> ◆ Business Owners ◆ Entrepreneurs ◆ Managers ◆ Supervisors ◆ Directors
12. HANDLING DISPUTES AND GRIEVANCE IN THE WORKPLACE NQF LEVEL 6 CREDITS: 13 DURATION: 3 DAYS	Intended for persons who hold, or seek to hold, a supervisor or shop steward position. Persons credited with this skills program are able to contribute to the effective functioning of an organisation by understanding the roles of various stakeholders in the organisation, and understanding agreements, policies and procedures related to employment in the organisation	<ul style="list-style-type: none"> ◆ Human Resource Practitioners ◆ Personnel Officers ◆ Managers ◆ Supervisors ◆ Directors
13. INTERPRETING AND UNDERSTANDING THE LRA NO. 66 OF 1995 NQF LEVEL 6 CREDITS: 6 DURATION: 1 DAY	This Unit Standard is for persons who have to interpret the Labour Relations Act, specifically in terms of Bargaining Councils and Collective Agreements, give advice to clients and implement the various provisions of the Act. The person credited with this Skills certificate is able to provide a common understanding of the content of the Labour Relations Act, 66/1995, as amended, with particular reference to the origins and functions of 8c as well as the origins of collective agreements, the purposes, functions, powers and duties as well as the differences between collective and entered agreements.	<ul style="list-style-type: none"> ◆ Human Resource Practitioners ◆ Personnel Officers ◆ Managers ◆ Supervisors ◆ Directors
14. INTERPRETING AND UNDERSTANDING THE BCEA NO. 75 OF 1997 NQF LEVEL 6 CREDITS: 8 DURATION: 1 DAY	Demonstrating an understanding of the purpose, application of the Basic Conditions of Employment Act. Describing the regulation of working time and leave as set out in the Basic Conditions of Employment Act. Describing the particulars of employment, remuneration and termination of employment as set out in the Basic Conditions of Employment Act. Demonstrating an understanding of the monitoring, enforcement and legal proceedings as set out in the Basic Conditions of Employment Act.	<ul style="list-style-type: none"> ◆ Human Resource Practitioners ◆ Personnel Officers ◆ Managers ◆ Supervisors ◆ Directors

EMPLOYMENT LAW (LABOUR LAW), Continue...		
15. MANAGING STRIKES AND LOCKOUTS NQF LEVEL 5 CREDITS: 5 DURATION: 2 DAYS	This unit standard is intended for persons in both management and organised labour who seek to specialise in employment relations. Persons credited with this unit standard are able to prepare for, deal with and resolve industrial action; and to review and evaluate handling of industrial action	<ul style="list-style-type: none"> ◆ Human Resource Practitioners ◆ Personnel Officers ◆ Managers ◆ Supervisors ◆ Directors
ENTREPRENEURIAL DEVELOPMENT		
16. BUSINESS PLANNING NQF LEVEL 5 CREDITS: 10 DURATION: THREE CONTACT DAYS	Understand the various components of a business plan, and display knowledge of how they relate to and interact with one another; Compile a business plan through research and applying a range of techniques including SWOT and PESTEL; Implement and test the business plan ensuring that feedback and control systems are in place to manage the ongoing implementation and corrections to the plan.	<ul style="list-style-type: none"> ◆ Business Owners ◆ Entrepreneurs ◆ Managers ◆ Supervisors ◆ Directors
17. MARKETING AND SALES NQF LEVEL 5 CREDITS: 10 DURATION: 2 DAYS	Identify concepts of marketing and understand the relationship between sales and marketing and customer relationship and marketing; Design and draft the systems required by the selected business in order to achieve the marketing plan, goals and objectives; Implement and test the marketing plan and the various record keeping systems required by the marketing department. Electives - Two unit standards in the sector of tourism, hospitality (industry-specific)	<ul style="list-style-type: none"> ◆ Business Owners ◆ Entrepreneurs ◆ Sales Managers ◆ Marketing Managers
BREAKFAST WORKSHOPS / SEMINARS		
1. PERFORMANCE MANAGEMENT	Learning how to drive productivity and growth in your organization through effective performance management and appraisals is one of the most challenging responsibilities for the Human Resource department and management. This course explores the elements, purposes and types of performance management systems, as well as the implementation and assessment of a performance management system.	◆
2. THE DISCIPLINARY PROCESS	While a disciplinary code is a necessary basis for establishing guidelines of fairness, an agreed procedure is required to ensure that discipline is administered in a consistent and procedurally fair manner. Disciplinary Procedures provide the means for employees to express themselves and management to gather as much evidence as possible so that decisions may be taken with insight and objectivity. Discipline in the workplace should not be left to the human resource department as this seriously undermines the supervisors/ managers authority over their staff. This skills programme outlines the disciplinary process in accordance with the South African Labour Law and explores the various steps within the disciplinary process.	◆
3. CHANGE MANAGEMENT	Leadership is imperative to successful change. In an environment where change is eminent, resistant can be managed effectively through vision, planning, informing and imparting a position outlook for the future. Informed leaders make a difference.	◆
4. ATTENDANCE MANAGEMENT	COMING SOON	◆